

CG AKO-ALL reference WSFH

Soldiers and their families are the Army – without Soldiers and the support of their families, the Army is a maze of equipment and processes. Unfortunately, recent events have made it appear we don't care about Soldiers or families.

In recent days, we found we need to make changes in several areas. The area of most concern is how we treat our wounded warriors and their families. Every system needs to be fine-tuned periodically to ensure it is working, especially when it comes to providing for our Soldiers and family members.

To ensure we have visibility of our support programs, we have established the Wounded Soldier and Family Hotline. We have a two-fold purpose to the hotline: 1) to offer wounded, injured, and ill Soldiers and family members a way to share concerns on the quality of patient care and 2) to provide senior Army leaders with visibility on medically-related issues so they can properly allocate resources to better serve Soldiers and families.

This hotline is set up so *your* voice can be heard. This is your opportunity to have a positive effect on the care you and your fellow Soldiers receive. The hotline is not meant to circumvent the chain of command and there will be no negative actions for those who call.

As of 26 March, the hotline will begin 24-hour operations, 7 days a week. If you send an email to us, please provide us with your phone number so we may call you back.

- Stateside: 1-800-984-8523
- Overseas DSN: 312-328-0002
- Stateside DSN: 328-0002
- Email: wsfsupport@conus.army.mil

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Commander

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U.S. Army Human Resources Command